

PERFORMANCE BASED OVERSIGHT WORKING GROUP

MEETING NOTES

AUGUST 24, 2011 MEETING
1:30 P.M. TO 3:15 P.M.

Attendees

Jo Betsy Norton – Texas Mutual Insurance Co*
Sarita Shipe – TASB/Texas Association of School Boards*
Steve Nichols – ICT/Insurance Council of Texas*
Stuart Colburn – Downs Stanford*
Warren Cooper - Texas Medical Association (TMA)*
Bill Weldon – Travelers
Nick Huestis – BAOB / AIA
Terry Eliason – Texas Mutual Insurance Co
Michael Berkowitz – KSF Orthopaedic Center*
Lin Kindred – City of Austin*
Herb Harris – Harris & Harris*
Dr. Bob Hassett – Concentra*
Trey Gillespie – PCI/Property & Casualty Insurers Association*
Connie Higdon –TML
Bill Kidd – WorkComp Central
Dr. David Gude – Texas Medical Clinic
Diana Johnson – Gallagher Bassett*
Ron Cobb – AIA/American Insurance Association*
Anthony Walker -- OIEC
**Denotes PBO Working Group Member*

Welcome/Introductions

Teresa Carney - Welcomed everyone and requested each member introduce themselves. She then gave a recap of the Division's homework from the last meeting.

- Possible Workplace Safety (APS) measure. Karen Puckett – Discussed some data that APS collects from private insurance companies. Database is mainly used for workload purposes. Audits are doing on a staggered basis depending on when the initial policy was created. Part of their audit process includes a review of the declaration page to confirm that a RTW coordinator is listed but they do not follow-up to see if the services were provided.
- Impairment Income Benefits (IIBs) measure. The data is reported typically as a change of benefit (going from TIBs to IIBs) thus a date of the payment is not reported. This measure may still be possible if we look at only IIBs where it was an initial payment (no TIBs paid).
- Accuracy of TIBs. This measure can be done on initial payments. The potential barrier is identifying all the reasons of why a check was reduced and what payments were included in the initial payment (waiting period, 1st week, 2nd week, etc).
- Timeliness of processing reconsideration bills measure. This measure is possible.
- Accuracy of medical bill payments when reduced to MAR measure. This measure is possible. Data reviewed: bill received date of 01/01/2011 – 02/28/2011; DOS 1/1/2011 and after; W1 was the ANSI code indicated. It appears that 22% of the bills were paid less than MAR.
- Timeliness of filing a dispute - PLN 1 and 148-04 measure. This measure is currently contained in the current measure of timely payment of initial TIBs.
- Failure to accept the DWC Form-73 as notice of the injury measure. The Division has reviewed this data by looking at when the insurance carrier received notice of the injury and comparing it to the dates of service on a DWC Form 73. There are some potential barriers to this measure that may warrant collecting information from either the insurance carrier or the

health care provider (date stamped returned DWC Form 73s, cover letters indicating why form was returned, etc)

Possible Measures Currently Being Researched

Based on input from the Working Group, the following is a list of potential measures still to be considered:

1. Timely payment of Initial IIBs.
 - Division staff will obtain more data on the number of IIBs as initial payments.
2. Timeliness of Processing Reconsideration Medical Bills.
 - Division will obtain more information on the volume.
3. Accuracy of Medical Bill payment according to MAR.
 - Division will obtain more current data (March 1, 2011 – May 31, 2011)
 - Division will seek information from insurance carriers to confirm the data being reported.
4. Timeliness of filing an initial denial (EDI 148-04 and PLN 1).
 - Division will obtain more information on volume.
5. Workplace Safety
 - Division is reviewing ideas from prior meetings and from stakeholders.
6. RTW Outcomes
 - A small working group will further discuss.

Next Meeting

Our next meeting, on September 7, 2011, will be to continue to discuss possible insurance carrier measures, with the intent of having multiple options available to propose to Commissioner Bordelon. Once we have the recommendations on possible measures, we will discuss administrative process such as: weights, selection criteria, timeframe, methodology, re-assessment, etc

Closing

Teresa Carney – Thanked everyone for attending and participating in the PBO planning process.

Meeting adjourned at 3:15 p.m.

PBO Results link <http://www.tdi.state.tx.us/wc/pbo/pboresults.html>

Past PBO Planning Documents: <http://www.tdi.state.tx.us/wc/pbo/pbo.html#pldoc>